

Transcript: Justin

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Full Transcript

Hello. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? How you doing? I, I'm calling to enroll in my benefits. Okay. What's that staffing agency you work for? Uh, OnTrack Staffing. And the last four of your Social? Five, zero, five, one. And your first and last name. Xavier Nichols. And for security purposes, can you verify your home address, including city, state and zip code? Uh, 17878 Preston Road, uh, Dallas, Texas, 75252. And confirm your date of birth. 3/25/97. And a good telephone number I have is 318-840-4806. That's it. And the email I have is ynick6832 at Gmail? Yes. Okay, so looking at the file, it looks like you're enrolled into dental and vision for employee only. Uh, did you want to make changes to that, or do you want to keep that? Uh, no, I'm gonna keep that. But I'm just trying to get that card sent to a different alternate address. Okay. Let's see. Did you recently move or something? Uh, no, I'm just sending the card to an alternate address. Okay. Let's see. Here, and what's that address so I can go ahead and send it to the insurance carrier so they can send that out? Okay. It's, uh, the address is 2435 Mecom, M-E-C-O-M, Drive, Shreveport, Louisiana. And the zip code? 71104. So just to confirm, 2435 Mecom Drive, M-E-C-O-M Drive, Freeport, Louisiana, 71104? You said Shreveport, right? Uh, I said Freeport. Oh, no. It's, it's Shreve... No, it's Shreve with a, uh, S. It's S-H-R-E-V-E-P-O-R-T. Shreveport, okay. So S-R-E-V-P-O-R-T? Uh, it's S-H. Oh. It's... Yes. It's S as in Sam, H as in Helicopter, R as in Rick, E as in Egg, V as in Victor, E as in Egg, P as in Port, O as in Octopus, R as in Rick, T as in Tom. Shreveport, Louisiana, 71104. Okay. So I'll go ahead- Mm-hmm. ... and email the insurance carrier, put in a request for new physical ID cards to be mailed out to you, so that's mailing address. So you should receive those in seven to 10 business days. Um, now do you need them emailed to you by any chance? Uh, yes, a email could be great as well. Okay. Um, let's see. Well, checking my calendar, um, have you been receiving paychecks through OnTrack Staffing? Yes. Okay. 'Cause for some reason we haven't received any deductions on you. Uh- Maybe because I haven't signed up on it. 'Cause it, it's been, uh, giving me the, um, it, it takes me like two or three times to sign up, and I'm just now signing up. Well, well, looking at the file, you've been enrolled since December for dental and vision, but they haven't made any deductions to you. Oh, no. No. Oh, no, I haven't been re-enrolled that long. I, I just actually started working with OnTrack, so I, I haven't been enrolled that long. I was working that one job, but I stopped working there. Okay. Okay, so let's see. So like I said, since no deductions have occurred, you're not currently active just yet. Um, so unfortunately I wouldn't be able to email the ID cards to you, or put in that request for the ID cards, um, because you're not currently active. Um- Well, I'm currently active right now at this moment. Yes, I am currently active. It should've said in the system. I just haven't been currently active since December. Uh, as I mentioned, I, I, I quit that last job, and I just started working here at this job about a week or two ago. So, um, yes, I'm definitely currently active.

Um, well, that's not- They're hooked up. ... what my system is showing me. Oh, okay. Well, can I speak to someone else who, uh, who has the correct system? Uh, they're gonna tell you the same thing, but sure. Bear with me one second. Okay. Good afternoon, this is Chris.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_0: How you doing? I, I'm calling to enroll in my benefits.

Speaker speaker_1: Okay. What's that staffing agency you work for?

Speaker speaker_0: Uh, OnTrack Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_0: Five, zero, five, one.

Speaker speaker_1: And your first and last name.

Speaker speaker_0: Xavier Nichols.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_0: Uh, 17878 Preston Road, uh, Dallas, Dallas, Texas, 75252.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_0: 3/25/97.

Speaker speaker_1: And a good telephone number I have is 318-840-4806.

Speaker speaker_0: That's it.

Speaker speaker_1: And the email I have is ynick6832 at Gmail?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, so looking at the file, it looks like you're enrolled into dental and vision for employee only. Uh, did you want to make changes to that, or do you want to keep that?

Speaker speaker_0: Uh, no, I'm gonna keep that. But I'm just trying to get that card sent to a different alternate address.

Speaker speaker_1: Okay. Let's see. Did you recently move or something?

Speaker speaker_0: Uh, no, I'm just sending the card to an alternate address.

Speaker speaker_1: Okay. Let's see. Here, and what's that address so I can go ahead and send it to the insurance carrier so they can send that out?

Speaker speaker_0: Okay. It's, uh, the address is 2435 Mecom, M-E-C-O-M, Drive, Shreveport, Louisiana.

Speaker speaker_1: And the zip code?

Speaker speaker_0: 71104.

Speaker speaker_1: So just to confirm, 2435 Mecom Drive, M-E-C-O-M Drive, Freeport, Louisiana, 71104?

Speaker speaker_0: You said Shreveport, right?

Speaker speaker_1: Uh, I said Freeport.

Speaker speaker_2: Oh, no. It's, it's Shreve... No, it's Shreve with a, uh, S. It's S-H-R-E-V-E-P-O-R-T.

Speaker speaker_1: Shreveport, okay. So S-R-E-V-P-O-R-T?

Speaker speaker_2: Uh, it's S-H.

Speaker speaker_1: Oh.

Speaker speaker_2: It's... Yes. It's S as in Sam, H as in Helicopter, R as in Rick, E as in Egg, V as in Victor, E as in Egg, P as in Port, O as in Octopus, R as in Rick, T as in Tom.

Speaker speaker_1: Shreveport, Louisiana, 71104. Okay. So I'll go ahead-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... and email the insurance carrier, put in a request for new physical ID cards to be mailed out to you, so that's mailing address. So you should receive those in seven to 10 business days. Um, now do you need them emailed to you by any chance?

Speaker speaker_0: Uh, yes, a email could be great as well.

Speaker speaker_1: Okay. Um, let's see. Well, checking my calendar, um, have you been receiving paychecks through OnTrack Staffing?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. 'Cause for some reason we haven't received any deductions on you. Uh-

Speaker speaker_0: Maybe because I haven't signed up on it. 'Cause it, it's been, uh, giving me the, um, it, it takes me like two or three times to sign up, and I'm just now signing up.

Speaker speaker_1: Well, well, looking at the file, you've been enrolled since December for dental and vision, but they haven't made any deductions to you.

Speaker speaker_0: Oh, no. No. Oh, no, I haven't been r- enrolled that long. I, I just actually started working with OnTrack, so I, I haven't been enrolled that long. I was working that one job, but I stopped working there.

Speaker speaker_1: Okay. Okay, so let's see. So like I said, since no deductions have occurred, you're not currently active just yet. Um, so unfortunately I wouldn't be able to email the ID cards to you, or put in that request for the ID cards, um, because you're not currently active. Um-

Speaker speaker_0: Well, I'm currently active right now at this moment. Yes, I am currently active. It should've said in the system. I just haven't been currently active since December. Uh, as I mentioned, I, I, I quit that last job, and I just started working here at this job about a week or two ago. So, um, yes, I'm definitely currently active.

Speaker speaker_1: Um, well, that's not-

Speaker speaker_0: They're hooked up.

Speaker speaker_1: ... what my system is showing me.

Speaker speaker_0: Oh, okay. Well, can I speak to someone else who, uh, who has the correct system?

Speaker speaker_1: Uh, they're gonna tell you the same thing, but sure. Bear with me one second.

Speaker speaker_0: Okay.

Speaker speaker_3: Good afternoon, this is Chris.